
Emergency Assistance

The NH Department of Health and Human Services (DHHS) provides Emergency Assistance (EA) to families experiencing a housing or utility crisis. EA housing payments help eligible families obtain or retain housing by providing funds for rent or utility security deposits, household fuel deliveries, or outstanding rent, mortgage, and utility debts.

What Is Emergency Assistance?

Have you fallen behind in paying your rent, mortgage, or utilities? Are you facing eviction, foreclosure or the termination of your utilities? Have you found a place to live but can't get the money together for a security deposit or utility deposit? If you are struggling with any of these situations, we may be able to help.

Emergency funds may be available if you are experiencing or threatened by any of the following:

- homelessness;
- termination of a utility; or
- lack of heat, hot water, or cooking fuel.

Who Is Eligible for Emergency Assistance?

To be eligible for EA, you must be:

- receiving Temporary Assistance to Needy Families (TANF) financial assistance; or
- eligible for TANF financial assistance but not receiving it.

To be eligible for TANF, you must meet all program requirements, including being an immediate relative, such as a parent, grandparent, uncle, aunt, or first cousin, for dependent children who live with you. However, you may be eligible for EA, even if you are not an immediate relative, when the following conditions apply:

- the child(ren) must have lived with an immediate relative sometime within the 6 months before the month you apply; and
- you must be otherwise eligible for TANF financial assistance, even if not receiving it.

All applicants for EA must also meet the other resource and program requirements discussed below.

How Do I Apply for EA?

Contact your local DHHS District Office for an application (the addresses and phone numbers are listed on the back of this pamphlet).

In addition to completing and signing the application form, you must provide proof of the emergency and the amount of money you need to resolve it. Acceptable proof could be any of the following:

- verbal contact between the DHHS worker and the utility company, landlord, or mortgage company confirming the amount owed;
- a bill, rental agreement, or other document signed and dated by the landlord indicating the amount of the security deposit;
- a bill, or signed and dated statement provided by a representative of the utility company indicating the amount of the utility deposit;
- a termination notice, a bill, or statement from the utility company indicating the amount of the utility debt owed;
- an eviction notice, court order, notice to quit, or signed and dated written demand for rent for an actual or pending eviction, indicating the name of the landlord and the amount of the back rent owed; or
- a notice of foreclosure, court order, or signed and dated written demand for mortgage principal and interest initiating foreclosure proceedings, indicating the name of the mortgager and the amount of the back mortgage owed.

To avoid delays in the processing of your EA request, you should also provide the following documentation with your application:

- verification of all household income;
- information about your personal resources, such as cash on hand, checking and savings accounts, trust funds, certificates of deposits, stocks and bonds, federal, state, and local income tax refunds, fuel assistance grants, and earned income tax credits;
- proof that assistance from DHHS will resolve your emergency situation (for example, verification that you will be able to meet monthly rent, mortgage, or utility bills, once the outstanding debt or deposit has been paid); and
- only if you are applying for funds to pay a utility deposit, outstanding utility debt, or to have home heating fuel delivered to your home, a signed and dated statement from your local Fuel Assistance Program specifying the reason that fuel assistance funds are not available to meet your emergency need.

How Much EA Money Is Available?

The EA fund is limited. Your personal resources must be used first to meet your emergency need. EA funds can be used to help meet the remaining amount not covered by your resources, but payments cannot exceed the following maximum amounts:

- \$450 for heat, hot water, and cooking fuel;
- the amount charged by the utility provider for utility deposits;
- \$650 for rental housing security deposits; and
- no more than 2 months' outstanding rent, mortgage, or utility debt.

What If the Amount I Owe or Need is More Than the Maximum EA Payment Allowed?

If the amount of money you need to resolve your emergency situation is more than the maximum payment amounts allowed, you must also provide:

- a signed and dated statement from the landlord, mortgager, or utility provider stating that the partial payment of past due amounts, or partial payments of a deposit, will secure the housing or utility or will prevent eviction, foreclosure or termination of utility service.

Along with this statement, you will also need to supply one of the following:

- a signed and dated statement from an outside source, such as a friend, family member, or organization, indicating that they promise to provide payment of the remainder of the back rent, deposit, mortgage or utility bill; or
- a signed and dated statement from the landlord, mortgager, or utility company indicating that a payment plan has been arranged for the balance of the amount due or the deposit.

Important Considerations

You will be required to use some, but not all, of your personal resources to help pay for your emergency housing needs. Access to EA payments is limited to a 12-month consecutive period which begins when the first EA payment is authorized. Most EA payments can only be approved once in a 12-month period except for:

- home heating fuel deliveries which may be approved up to 6 times; and
- rental security deposits when the amount last approved in the 12-month period has been or will be returned by the former landlord.

Note: Rental security deposits **and** back rent or back mortgage cannot be approved within the same 30 day period.

If You Have Any Questions...

Please contact your local DHHS District Office.

Department of Health and Human Services District Offices

BERLIN

231 Main Street
Berlin, NH 03570
603-752-7800 or
800-972-6111

LITTLETON

80 North Littleton Road
Littleton, NH 03561
603-444-6786 or
800-552-8959

CLAREMONT

17 Water Street
Claremont, NH 03743
603-542-9544 or
800-982-1001

MANCHESTER

361 Lincoln Street
Manchester, NH 03103
603-668-2330 or
800-852-7493

CONCORD

40 Terrill Park Drive
Concord, NH 03301
603-271-6201 or
800-322-9191

NASHUA

19 Chestnut Street
Nashua, NH 03060
603-883-7726 or
800-852-0632

CONWAY

73 Hobbs Road
Conway, NH 03818
603-447-3841 or
800-552-4628

PORTSMOUTH

30 Maplewood Avenue
Portsmouth, NH 03801
603-433-8300 or
800-821-0326

KEENE

809 Court Street
Keene, NH 03431
603-357-3510 or
800-624-9700

ROCHESTER

150 Wakefield St., Ste 22
Rochester, NH 03867
603-332-9120 or
800-862-5300

LACONIA

65 Beacon Street West
Laconia, NH 03246
603-524-4485 or
800-322-2121

SALEM

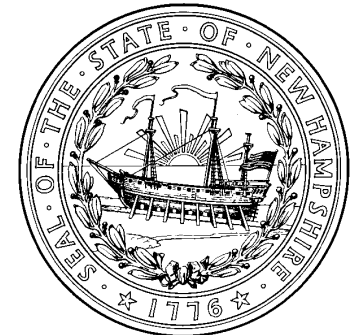
154 Main Street
Salem, NH 03079
603-893-9763 or
800-852-7492

TDD Access: Relay NH 1-800-735-2964

Emergency Assistance for Housing:

What You Need to Know

**Emergency Financial Assistance
for Housing or Utility Emergencies**



NH Department of Health and Human
Services
State Office Park South
129 Pleasant Street, Brown Building
Concord, New Hampshire 03301-3857